

660207 "EFFECTED"

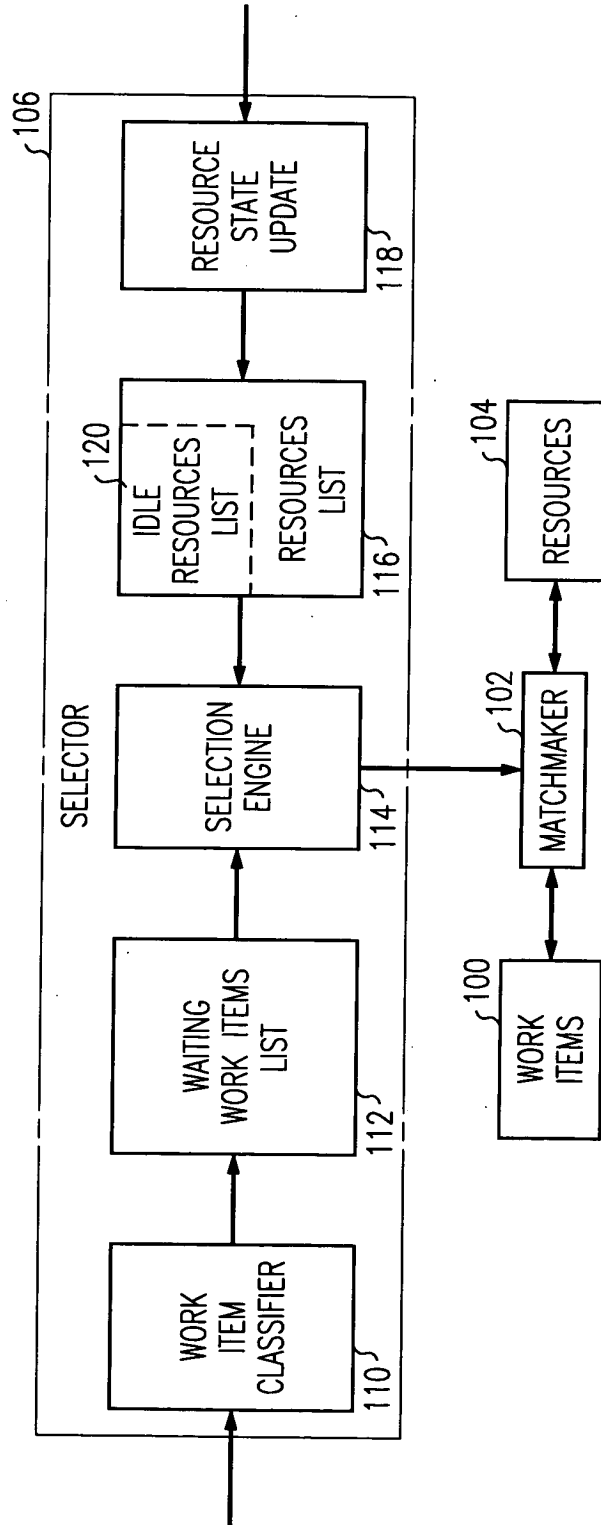


FIG. 1

660207" 2602460

200

RESOURCE n QUALIFICATIONS									
202	SKILLS (m)	m = 1	m = 5	m = K
204	SKILL LEVELS (A)	0 - N	0 - N	0 - N
206	SKILL ALLOCATION GOALS (G)	%	%	%
208	TOTAL SKILL TIMES (TT)			
210	WORK TIME	LOGGED-IN TIME	IN-CALL TIME	ACW TIME	BUSY TIME	READY TIME	TOTAL PROCESSING TIME (Tp)		
212	STATE	PRESENT STATE			TIME OF LAST STATE CHANGE				

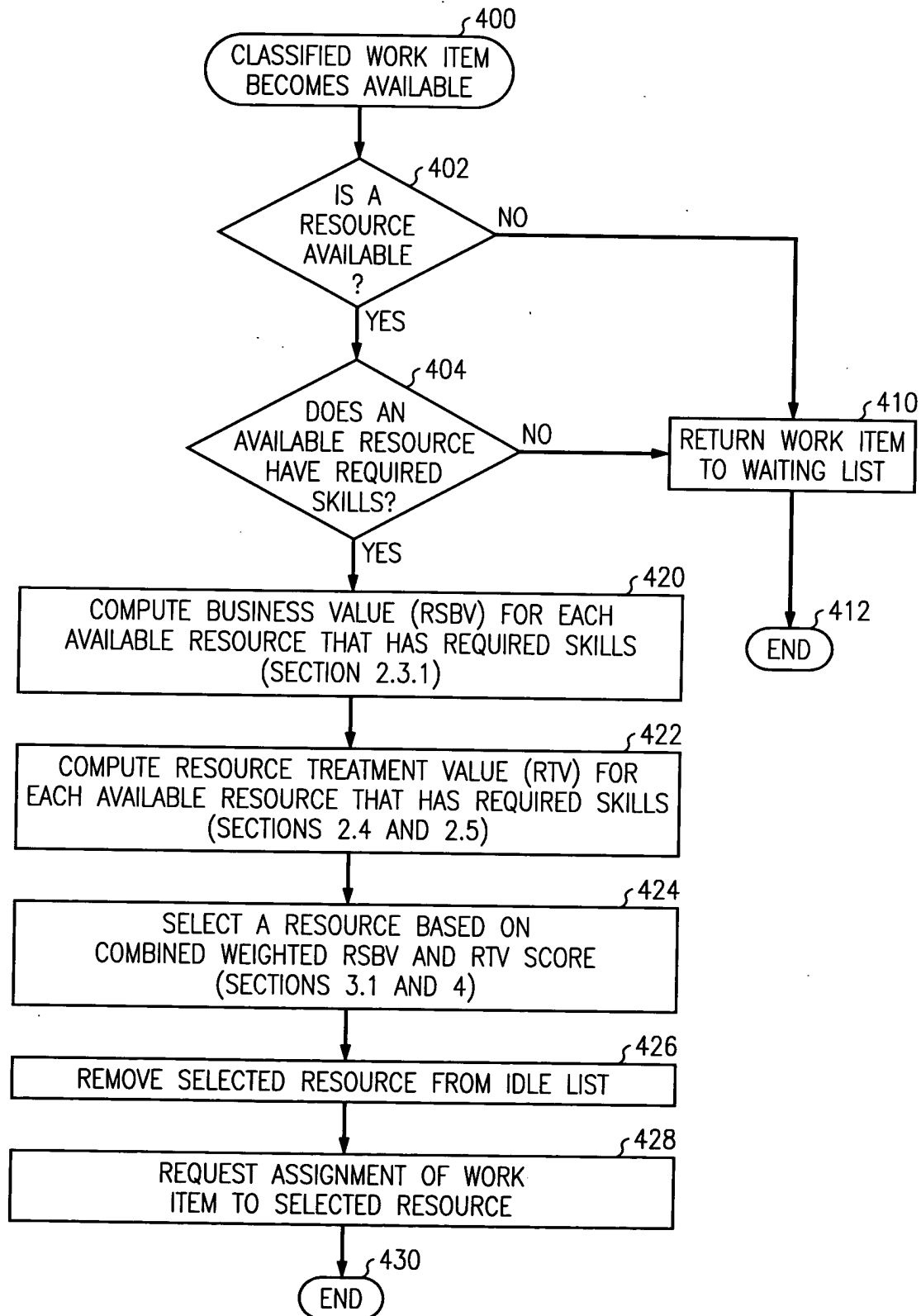
FIG. 2

WORK ITEM n CLASSIFICATIONS				
302 ~	SKILLS (m)	$m = 1$	$m = 2$	$m = M$
304 ~	SKILL REQUIREMENTS (BRR)	T/F	T/F	T/F
306 ~	SKILL WEIGHTS (BR)	0 - N	0 - N	0 - N
308 ~	RESOURCE FAIRNESS (T) WEIGHTS (TW)	TOTAL IDLE TIME (1) TW_1	PERCENT NON-OCCUPIED TIME (2) TW_2	SERVICE OBJECTIVE (3) TW_3
312 ~	WORK ITEM FAIRNESS (C) WEIGHTS (CW)	PRESENT WAIT TIME (1) CW_1	ESTIMATED WAIT TIME (2) CW_2	TIME EXCEEDING TARGET WAIT TIME (3) CW_3
314 ~	RESOURCE SURPLUS (RS) WEIGHTS (W)	BUSINESS VALUE (BV) W_{RSBV}	RESOURCE FAIRNESS (T) W_{AT}	
316 ~	WORK ITEM SURPLUS (WS) WEIGHTS (W)	BUSINESS VALUE (BV) W_{WSBV}	WORK ITEM FAIRNESS (C) W_{CV}	
318 ~	TARGET WAIT TIME (TARGET)			

FIG. 3

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FIG. 4



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FIG. 5

